



career opportunity

Office of Technology Services

Engineering Division/Mainframe Services Branch/Network Applications
Associate Systems Software Specialist (Technical) \$4821 - \$6333
Permanent/Fulltime
Final File Date: 01/11/2015

Who Are We?

The Department of Technology's Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

Staff operates out of the Rancho Cordova area, supporting the operations of some of the largest and most sophisticated computer systems in California. Our services help ensure that critical information technology applications Californians depend on every day are available and secure.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year and value the importance of your work life balance. We are committed to growing all of our talented staff. This position is located in Rancho Cordova with free parking.

What You'll Be Doing...

The Associate Systems Software Specialist (Assoc. SSS) (Technical) works as an entry level technical software support specialist working with a team of highly trained professionals in support of the IBM mainframe network software infrastructure. This includes the design, configuration and ongoing operational support of VTAM, NCP, Communication Server services and general purpose network software products. The Assoc. SSS will also develop and maintain technical documentation and procedures, as well as provide consultation and support when needed to assist the customer in the use of these services and products.

If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and analytical skills to work, this could be the position for you.

For a more complete job description, click on this link to view the Duty Statement:
[Associate Systems Software Specialist \(Technical\)](#)



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Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Knowledge and understanding of telecommunications and network technologies.
- Ability to diagnose, troubleshoot and resolve network problems related to VTAM, SNA, APPN, NCP and TCP/IP using network trace tools (VTAM trace and sniffers).
- Knowledge of OTech mainframe infrastructure, IBM utilities, JCL and TSO.
- Knowledge of network layer protocols including SNA and OSI models.
- Knowledge of basic network hardware devices such as FEPs, 3270 devices, routers, hubs, firewalls, printers and terminals.
- Familiar with ITIL concepts.
- Understands importance of following change control.
- Provides excellent customer service and exercises sound professional judgment.
- Has the desire and motivation to learn new concepts and technologies.
- Has the ability and motivation to continuously improve upon unit documentation, processes and procedures.
- Has good technical writing and verbal communication skills.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Dierdre Gaines, RPA 15-136
Inquiries: Fran Cochran / (916) 228-6458

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.

To be considered for the position of a **Associate Systems Software Specialist (Technical)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

The Fine Print...

Applications will be accepted only from individuals currently at the **Associate Systems Software Specialist (Technical)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

